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## Appendix 2 Visioning Session Results

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## Who is the Customer ?

- Taxpayers/citizens
- Commercial taxpayers
- Board of Investment
- Warrant recipients
- Vendors
- Program staff
- Treasury
- Recipients of funds transfer

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# Customer Requirements

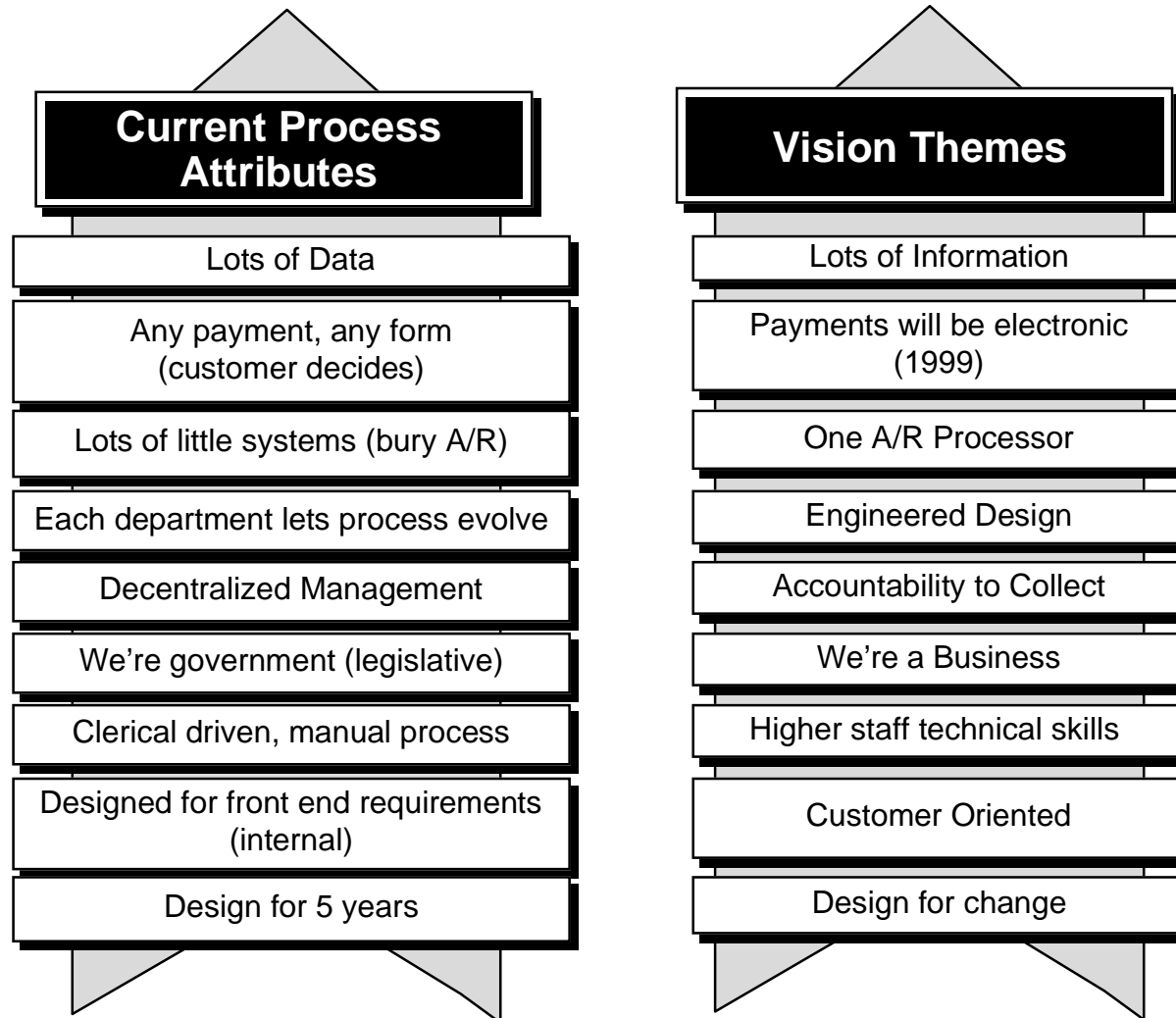
- Accuracy
- Value for money
- Easy Inquiry
- Fast processing (same day)
- Quick notice of NSF
- Ease of payment
- Flexible payment methods
- Bundle service request (forms, applications, etc.) with payment
- Service delivery concurrent with payment
- Bundled payments (one-stop)
- Equal enforcement (fairness and equity)
- Facilitate record keeping (allocations, disbursement needs)
- Wide purchase availability (multiple locations)
- Packaging options



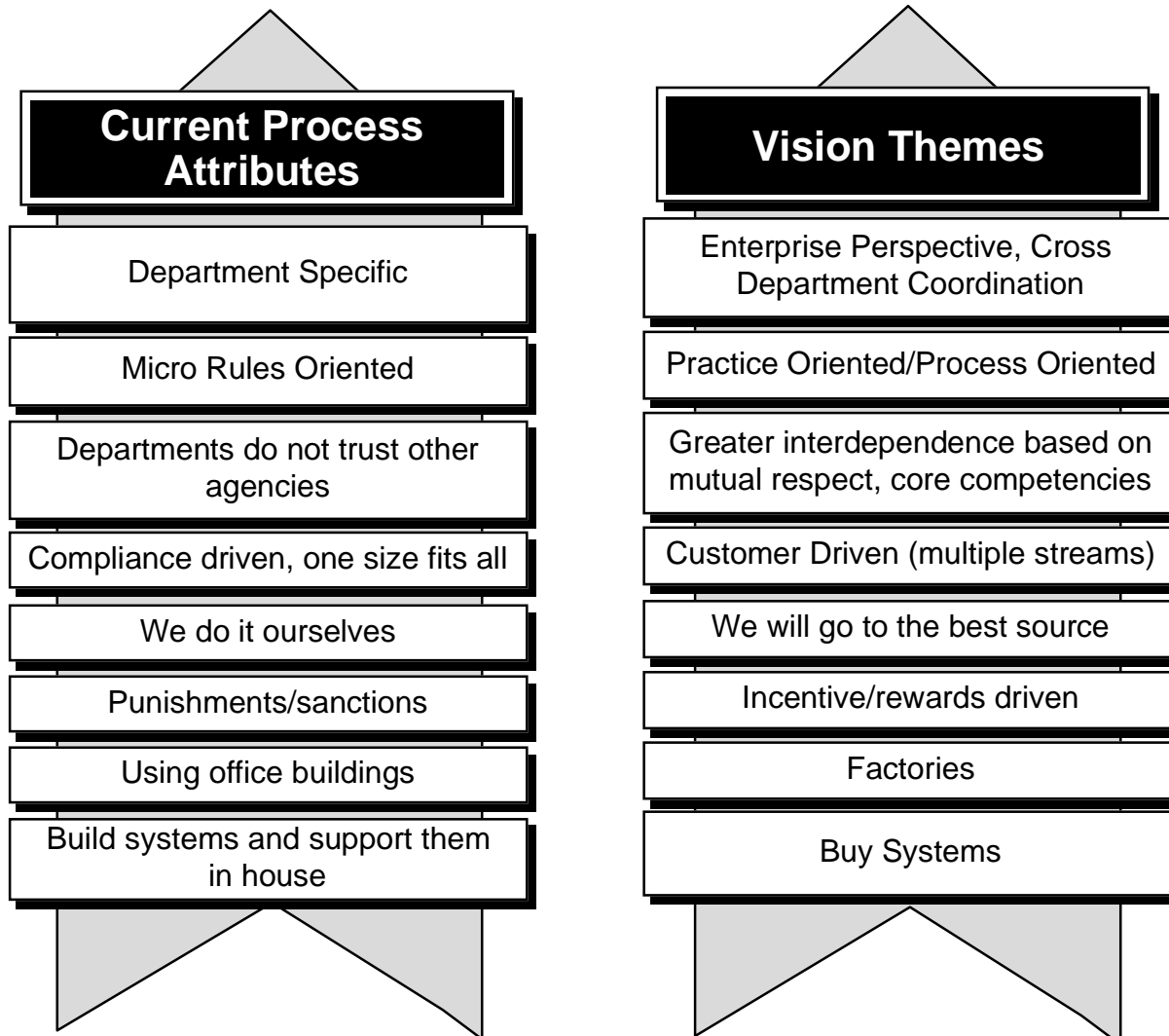
# Vision Themes

- Delivers value for money
- Single point of contact with on-line access
- Cost effective, streamlined, efficient
- Highly automated (hands-off)
- Links to accounting
- Fast turnaround (3 hours)
- Simple for the customer
- Consistent repeatable process
- Flexible for processing different revenue types
- Flexible for different inbound channels
- Independent of form of payment and information
- Electronic
- Reliable and robust
- Single accountability
- Rich source of customer information (data warehouse) that is widely accessible and secure
- Get information to program people as soon as possible

# Paradigm Shifts



## Paradigm Shifts cont'd



# Enablers

Process	People	Technology	Infrastructure
Eliminate central mail – incoming remittances	Introduce stock options	Scanning and imaging	Purpose built factory
USPS sorted collection point	Highly trained (informed) – including technology skills	Extensive EDI links	Ground floor
PO Box sortation	Flexible pay/classification system	Adequate desktop/network	Near USPS
Use lock boxes	More knowledge oriented	Archiving technology	Near records management
Standard coupon and envelope		Integrated records management	Modern office
Privatize/Outsource/S.O.A./Quango		Work flow for transactions	Call center
Standardized (as much as possible) forms		Shareable A/R – A/P	Near outbound port
Split data and payment and regroup electronically		Data warehouse	
Back up		Off the shelf	
Electronic payment at bank (EFT)			
Integration with outbound			
Conducive legislation			

# Alternatives

